



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

GENERAL SUPPORT AIDE

Class No. 000737

■ CLASSIFICATION PURPOSE

To perform basic clerical and non-clerical tasks, and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Incumbents in this class participate in social service programs funded by the state or federal government, receive on-the-job training and serve temporary appointments.

■ FUNCTIONS

**The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

1. Learns to and performs clerical and non-clerical tasks, including filing, typing and phone etiquette.
2. Learns to and performs basic office arithmetic computations.
3. Learns to and operates basic office equipment, including computers, printers, and fax machines.
4. Learns to and performs customer service in an effective manner.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Telephone, office and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Follow simple oral and written instructions.
- Perform basic clerical and non-clerical tasks.
- Communicate effectively orally and in writing.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Positions in this class are temporary in nature and do not serve a probationary period.

**New: October 29, 2004**

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General Support Aide (Class No. 000737)

Union Code: NR

Variable Entry: Y